Microsoft 365 for Administration & Troubleshooting (2 Days)

Code: M365 300

About this course

      This is Instructor Led Training (ILT) course that targets the needs of information technology (IT) professionals who take part in administering, configuring, troubleshooting, and operating Microsoft 365 services, including its identities, dependencies, requirements, and supporting technologies. This course focuses on skills required to administer and troubleshoot Microsoft 365 tenant and key services of Microsoft 365, such as Exchange Online, SharePoint Online and Microsoft Teams. It also covers security and compliance features of Microsoft 365.

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Technology:	Microsoft 365
Audience(s):	IT professionals and system administrators who want to learn about administration and troubleshooting techniques in Microsoft 365
Language:	Speaker Thai / Presentation English & Thai
Time:	9:00-12:00 -13:00-16:30
Prerequisites:	Experience working in their respective fields: ideally in the areas of system administration, network administration, and messaging.

At course completion:

      After completing this course, students will be able to:

- Describe Microsoft 365 services.
- Administer Microsoft 365 by using the graphical environment and Windows PowerShell.
- Administer and troubleshoot directory synchronization and directory objects.
- Administer and troubleshoot Exchange Online.
- Administer and troubleshoot Microsoft Teams.
- Administer and troubleshoot SharePoint Online.
- Plan and deploy Microsoft Office 365 ProPlus.
- Administer and troubleshoot compliance and security in Microsoft 365

Course Outline

Module

Module 1: Microsoft 365 services overview

This module describes the features of Microsoft 365 and identifies recent improvements to the service. It also identifies licensing options, describes the process of Microsoft 365 tenant configuration and lists appropriate Microsoft 365 client options.

Lessons:

- Overview of Microsoft 365 services
- Microsoft 365 licensing overview
- Microsoft 365 tenant configuration
- Microsoft 365 clients

Lab: Microsoft 365 services overview

- Setting up Microsoft 365 lab environment
- Configuring Microsoft 365 Services

After completing this module, students will be able to:

- Describe Microsoft 365 services.
- Explain Microsoft 365 licensing options.
- Describe Microsoft 365 tenant configuration.
- Describe the available Microsoft 365 clients.

Module 2: Microsoft 365 administration, tools, and techniques

This module describes how to manage Microsoft 365 by using the administrative portals and Windows PowerShell. It also explains how to manage administrative access and troubleshoot administration in Microsoft 365.

Lessons:

- Managing Microsoft 365 with the administrative portals
- Managing Microsoft 365 with Windows PowerShell
- Managing administrative access in Microsoft 365
- Troubleshooting administration in Microsoft 365

Lab: Administering Microsoft 365

- Using administrative portal
- Administering Microsoft 365 with Windows PowerShell
- Configuring role-based administration

Troubleshooting administrative access in Microsoft 365 After completing this module, students will be able to:

- Manage Microsoft 365 by using the administrative portals.
- Manage Microsoft 365 by using Windows PowerShell.
- Manage administrative access in Microsoft 365.
- Troubleshoot administration in Microsoft 365.

Module 3: Administering and troubleshooting directory synchronization and directory objects

This module describes directory synchronization and federation. The module explains how to manage Microsoft Azure Active Directory Connect (Azure AD Connect) and user and group objects in Microsoft 365. Additionally, it describes how to troubleshoot objects and directory synchronization in Microsoft 365.

Lessons:

- Overview of directory synchronization and federation overview
- Azure AD Connect management
- Managing users and groups objects in Microsoft 365
- Troubleshooting objects and directory synchronization in Microsoft 365

Lab: Administering directory synchronization, users, and groups in Microsoft 365

- Configuring Azure AD Connect
- Managing Microsoft 365 users and groups by using the Microsoft 365 admin center
- Managing Microsoft 365 password policies

Troubleshooting synchronization issues with user objects in Microsoft 365
After completing this module, students will be able to:

- Describe directory synchronization and federation.
- Manage Azure AD Connect.
- Manage user and group objects in Microsoft 365.

Troubleshoot objects and directory synchronization in Microsoft 365

Module 4: Administering and troubleshooting Exchange Online

This module describes the subscription options and roles in Exchange Online. It explains how to administer Exchange Online recipients and client access policies in Exchange Online and how to troubleshoot Exchange Online.

Lessons:

- Exchange Online management overview
- Administering Exchange Online recipients
- Administering client access policies in Exchange Online
- Troubleshooting Exchange Online

Lab: Administering and troubleshooting Exchange Online

- Configuring and administering Exchange Online recipients
- Configuring delegated administration
- Configuring client access policies
- Troubleshoot Exchange Online

After completing this module, students will be able to:

- Describe the subscription options and roles in Exchange Online.
- Administer Exchange Online recipients.
- Administer client access policies in Exchange Online.
- Troubleshoot Exchange Online

Module 5: Administering and troubleshooting Microsoft Teams

This module describes Skype for Business Online and Teams. It explains how to administer, manage, and troubleshoot Skype for Business Online and Teams.

Lessons:

- Overview Microsoft Teams.
- Administering and managing Microsoft Teams.
- Troubleshooting Microsoft Teams.

Lab: Administering Skype for Business Online and Teams

- Configuring Microsoft Teams organization settings
- Configuring Microsoft Teams user settings
- Troubleshooting Microsoft Teams.

After completing this module, students will be able to:

- Describe Microsoft Teams.
- Administer and manager Microsoft Teams.
- Troubleshoot Microsoft Teams.

Module 6: Administering and troubleshooting SharePoint Online

This module describes how to configure SharePoint Online settings and site collections and external user access to SharePoint Online. It also explains how to manage Microsoft OneDrive for Business synchronization and how to troubleshoot SharePoint Online.

Lessons:

- SharePoint Online management overview
- Administering SharePoint Online site collections
- Administering external users in SharePoint Online
- Configuring OneDrive for Business

Troubleshooting SharePoint Online

Lab: Configuring and administering SharePoint Online

- Configuring SharePoint Online settings
- Creating and configuring a SharePoint site collection
- Configuring and verifying external user sharing
- Configuring OneDrive for Business
- Troubleshooting SharePoint Online

After completing this module, students will be able to:

- Configure SharePoint Online settings.
- Configure SharePoint Online site collections.
- Configure external user access to SharePoint Online.

- Manage Microsoft OneDrive for Business synchronization.
- Troubleshoot SharePoint Online.

Module 7: Planning and deploying Office 365 ProPlus

This module describes Office 365 ProPlus. It also explains how to plan and manage user-driven Office 365 ProPlus deployments and how to troubleshoot the deployments.

Lessons:

- Overview of Office 365 ProPlus
- Managing user-driven Office 365 ProPlus deployments
- Troubleshooting Office 365 ProPlus deployments

Lab: Managing Office 365 ProPlus installations

- Preparing Office 365 ProPlus installations
- Managing user-driven Office 365 ProPlus installations
- Managing centralized Office 365 ProPlus installations

Troubleshooting Office 365 ProPlus deployments After completing this module, students will be able to:

- Describe Office 365 ProPlus.
- Plan and manage user-driven Office 365 ProPlus deployments.
- Troubleshoot Office 365 ProPlus deployments.

Module 8: Administering and troubleshooting compliance and security in Office 365

This module describes the compliance features in Microsoft 365. It explains how to administer Azure Information Protection and the compliance features in Microsoft 365, how to configure and administer email security in Microsoft 365, and how to troubleshoot Microsoft 365 compliance and protection.

Lessons

- Overview of compliance features in Microsoft 365
- Administering information protection in Microsoft 365
- Administering compliance features in Microsoft 365
- Configuring and administering email security in Microsoft 365
- Troubleshooting Microsoft 365 compliance and protection

Lab: Configuring and troubleshooting compliance and security

- Configuring rights management in Microsoft 365
- Configuring compliance features
- Configuring email protection
- Troubleshooting security and compliance

After completing this module, students will be able to:

- Describe the compliance features in Microsoft 365.
- Administer Azure Information Protection in Microsoft 365.
- Administer the compliance features in Microsoft 365.
- Configure and administer email security in Microsoft 365.

Troubleshoot Microsoft 365 compliance and protection.